

CHAPTER 10

SECTION 3

CONTRACTOR REQUIREMENTS

1.0. INITIAL CLAIMS

Contractors **shall** query the CCDD for each individual claim to determine the amount of expenses that have been credited to the beneficiary's deductible and catastrophic cap before payment. The query to determine status must be completed before calculation of the payment. After calculation of the payment, the contractor **shall** transmit a query update record to report the amount to add to the CCDD. The CCDD updates amounts applied toward each limit from the update query. **It is preferred that Query Type 80 transactions be used to perform all updates.**

1.1. The CCDD does not determine what expenses can be credited to the deductible or to the cap. The contractor determines what expenses to apply to the deductible and cap and reports these to the CCDD.

1.2. All claims to which the deductible or the cap may apply must be queried, regardless of whether the deductible or catastrophic limit has been reached. See [OPM, Chapter 8, Section 8](#) for requirements on application of deductible and cost sharing. Do not query complete denials or claims to which neither the regular program deductible nor catastrophic cap limits apply (e.g., PFPWD).

1.3. The contractor relies completely on the CCDD posted records for claims with a date of service on or after October 1, 1994. For prior fiscal years the contractor **shall** rely upon their own internal files (sponsor/family member deductible and catastrophic cap files). For FY 1995 and 1996, the contractor **shall** continue to maintain their own internal files (sponsor and beneficiary deductible and catastrophic cap files) even though CCDD is in use.

1.4. Limited editing will be done. Specific edits are described in [Chapter 10, Section 6](#).

1.5. The CCDD maintains three years of data on line. The data collection will begin with FY 1995. The CCDD will contain the current fiscal year and each of the two preceding fiscal years. **Off-line data is maintained for an additional four years.**

1.6. If a claim action that would affect deductible or cap status for the sponsor SSN (family) **is in process** (i.e., **the family CCDD records are locked**) and a contractor queries the CCDD for data associated with that family, the CCDD will send a response code indicating "Lockout." If a query is **submitted by a contractor for a CCDD record that is locked by** a different contractor, the querying contractor **shall** resubmit a query and receive a status response before calculating payment. If the query is from the same contractor **that has locked the family's records and the lock was created via a Type 10 query, the contractor may submit one Type 20 query and any number of additional Type 80 queries for that family provided that the Type 80 queries contain the same claim number as the claim number used to lock the**

records in the Type 10 query. The CCDD will not support the submission of a Type 10 query followed by a Type 20 query followed by another Type 20 query. The contractor shall not use an initial query and its claim data response in determining the payment amount for more than one claim for the same sponsor SSN. In other words, a contractor shall perform one query followed by one update. See Chapter 10, Section 3, paragraph 5.0. for a complete description of the "lockout" codes and their use.

1.7. The contractor is required to query status on each claim or adjustment. A contractor may query for a claim or a money adjustment using a "claim status query" for one claim.

1.8. If the contractor receives a "lockout" response more than 48 hours from the time stamp shown in the query response, call for assistance in resolving the query.

2.0. CANCELLATIONS AND ADJUSTMENTS

2.1. Cancel queries are full positive or negative adjustments of the original query being cancelled. Once an amount posted toward a deductible or catastrophic cap is fully adjusted by a cancel (or partially removed by an adjustment) there is no "automatic" adjustment of claims that have been already posted. Deductible/catastrophic cap amounts will be reflected in the adjustment/cancel query response.

2.2. The contractor may adjust or change data they have submitted. They may also change data submitted by a previous contractor within a region for which they now have responsibility. The contractor may not change data on a query posting submitted by any other contractor.

2.3. The contractor shall submit a claims status query (type 10) prior to submitting an adjustment (type 40). A single type 40 query may be submitted after a single type 10 query for the patient.

2.4. Adjustments are reported when the contractor adjusts claims so that any of the following are affected:

2.4.1. Beneficiary and family deductible credited for this claim

2.4.2. Beneficiary and family cap credited for this claim

2.4.3. Former spouse cap credited for this claim

2.4.4. Former spouse deductible credited for this claim

2.5. The contractor may adjust an adjustment (query type 40) with another adjustment (query type 40), but may not cancel it (type 50). Type 50 transactions are no longer supported. If the adjustment must be completely nullified, the contractor sends another adjustment changing the amount equally in the opposite direction.

3.0. STATUS UPDATE WITHOUT CLAIM

The contractor may update beneficiary and/or family status without a claim, under certain circumstances. The contractor shall query status first using a type 30 inquiry. They

must query status on another claim for the same beneficiary that is being processed at the same time. An "Update Without Claim," query type 80, is submitted to post deductible and catastrophic cap adjustments credits without an associated claim when these were not previously posted to the CCDD. This process is used primarily for TRICARE Europe claims, but may be used for other necessary situations as well.

4.0. HANDLING NEWBORNS AND MULTIPLE BIRTHS ON THE SAME DATE WHERE DEFINITIVE DEERS SUFFIX IS ABSENT

4.1. To determine if a newborn is on DEERS, the contractor shall query DEERS for eligibility. If the newborn is not found on DEERS and the contractor wishes to apply money to CCDD for this newborn, the contractor shall create an update query (type 10 with a type 20 or a type 30 with a type 80) and submit the query with a DDS of '75'. This will create a record on the CCDD for the newborn and establish a new DDS for the newborn on DEERS. Uniquely identifying the individual newborns in multiple birth situations is resolved by following the procedures for newborns described above. For the CCDD to store data on an individual, the individual must reside, as a person, on DEERS as either eligible in their own right or as a newborn.

NOTE: Prior to sending another update for a "newly created" newborn record, the contractor shall query DEERS. DEERS will return the DDS that should be used for that update. Failure to query DEERS prior to sending a subsequent update for the newly created newborn record could result in several records being created on DEERS for the same newborn but under different DDSs.

4.2. See Chapter 10, Section 6, paragraph 3.0. for details illustrating the match criteria.

4.3. If the CCDD is unable to find the person, the query will be returned as an error.

5.0. LOCKOUT OPTION

5.1. The lockout option is a code submitted by the contractor indicating the type of action the contractor wants taken when they submit a query while there is an open query for the same SSN from the same contractor. A lockout option is required on a claims status query (query type 10) and on an update without claim (query type 80). Some lockout options are also available on claims updates, adjustments and updates without claims (query types 20, 40 and 80).

5.2. If the lockout is from another contractor, the subsequent querying contractor will always be locked out (response type x4) regardless of the lockout option code.

5.3. Lockout options by query type 10 query.

5.3.1. Query type 10:

Lockout options 2, 3, and 4 will be accepted to place a 48 hour lock on a family. One of the following responses will be returned:

- 11 = The family was successfully locked
- 12 = Edit error occurred
- 13 = Record is in process (has already been locked), totals returned
- 14 = Record is locked by another contractor, no totals returned

5.3.2. Query type 20, 40:

5.3.2.1. Lockout options 5 or 6 (default) will be accepted and will return an x1 or x2 response. A lock must be set using a CCDD type 10 query prior to submitting a CCDD query type 20 or 40.

5.3.2.2. Lockout option 5 will apply amounts submitted to the CCDD and extend a lock on the family for 48 hours. Subsequent to a type lockout option of 5, a contractor may then release the lock using a type 00 query or post a claim using a type 80 transaction. On success, a CCDD response type of 21 or 41 will be returned.

5.3.2.3. Lockout option 6 will release the lock on the family when money is applied. A response type of 21 or 41 will be returned.

5.3.2.4. If a family is not locked by the contractor submitting a CCDD query type 20 or 40, a response type of 22 or 42 will be returned with an error type code of "096".

5.3.3. Query type 80:

5.3.3.1. Lockout option 5 or 6 (default) will be accepted and will return an 81 or 82 response. A lock does not need to be set using a CCDD type 10 prior to submitting a CCDD query type 80 adjustment.

5.3.3.2. Lockout option 5 will apply amounts submitted to the CCDD and retain a lock on the family for 48 hours. Subsequent to a type lockout option of 5, a contractor may then release the lock using a type 00 query or post a claim using another type 80 transaction. On success a CCDD response type 81 will be returned.

5.3.3.3. Lockout option 6 will release the lock on the family when money is applied. A response type of 81 will be returned.

5.3.3.4. If a family is locked by a contractor other than the one submitting a CCDD query type 80, a response type of 82 will be returned with an error type code of "096".

5.4. The lockout indicator codes follow:

5.4.1. Code 1 = Invalid (will return edit error code 031).

5.4.2. Code 2 = Contractor lock on family for 48 hours.

- 5.4.3.** Code 3 = Contractor lock on family for 48 hours.
- 5.4.4.** Code 4 = Contractor lock on family for 48 hours.
- 5.4.5.** Code 5 = Extend contractor lock on family for 48 hours.
- 5.4.6.** Code 6 = Deactivate lockout. The CCDD will deactivate lockout for the specified family.

NOTE: Query type 00 will also deactivate lockout.

5.5. The lockout and the lockout time stamp are automatically deactivated when a claim update query, adjustment query, or update without claim query for the same contractor internal control number is received, unless a code 5 is sent on the claim update query, adjustment query, or the update with claim query.

6.0. DATA RETENTION REQUIREMENTS

- 6.1.** The CCDD will retain a history of all update transactions indefinitely.
- 6.2.** Contractors are not required to retain any data beyond that which they need for their own purposes.

7.0. NATO BENEFICIARIES

7.1. Contractors shall query DEERS with the Foreign Identification Number (FIN) or Social Security Number (SSN) to determine eligibility. The DEERS response will return a sponsor status code "T" to confirm that the beneficiary is identified as NATO. CCDD transactions for NATO claims shall be handled as all other claims. There should be no need to "create" pseudo SSNs for NATO families. If the NATO person in question is not in DEERS, the contractor shall handle this situation as they would any other person not in DEERS with the exception of newborns. See [paragraph 5.0.](#) for instructions regarding newborns and the CCDD.

7.2. A Type 32 response may indicate the number is in use, but it is not certain whether the query beneficiary data matches the master summary record beneficiary data.

8.0. OTHER BENEFICIARIES NOT ON DEERS

8.1. A catastrophic cap record is not required for beneficiaries who are not on DEERS, for example, MTF employees. The purpose of the catastrophic cap is to benefit those beneficiaries who are eligible for MHS benefits through their registration on DEERS, therefore, those beneficiaries that are authorized benefits, who would not under any other circumstances be eligible, are not subject to catastrophic cap requirements. **Catastrophic cap requirements also do not apply to prisoners.**

